



**Questions?** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov).  
Or call us at **1-833-870-5500** (TTY: 1-833-870-5588),  
7 a.m. to 5 p.m., Monday through Saturday. We can  
speak with you in other languages.

**ENROLLMENT PACKET NOTICE TO HOUSEHOLD WHERE ALL PEOPLE HAVE THE  
OPTION TO CHOOSE A HEALTH PLAN BUT ARE NOT REQUIRED TO DO SO (EXEMPT)**  
NC Medicaid 20190531 v1.0

Patricia A. Jones  
17 Main Street  
Raleigh, NC 27603

June 28, 2019

Dear Patricia A. Jones:

**There will be a new way to get Medicaid health care**

Starting **November 1, 2019**, most people will get the same Medicaid services in a new way –  
through health insurance plans.

A **health plan** is a group of doctors, hospitals and other providers. They work together to give  
you the health care you need. Everything will come from the same plan. This includes physical  
health, mental health, and medicine. Some health plans provide added services like programs to  
help you quit smoking.

**Some things will stay the same**

Medicaid eligibility rules are not changing.

**The people below will stay in NC Medicaid Direct**

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Sally A. Jones

Medicaid ID: XXX-XX-XXXX

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Beginning November 1, 2019, you will get your same Medicaid services through NC Medicaid  
Direct. It will provide the same services currently covered for developmental disability, mental  
illness, traumatic brain injury and substance use disorder.

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## You can choose a different health program

NC Medicaid Direct is not the only choice. Medicaid services will be provided from private health insurance plans. These private plans may not cover the same services for developmental disability, mental illness, traumatic brain injury or substance use disorder.

## If you decide to choose a plan, there are 3 steps to enroll

### ① Choose a primary care provider (PCP)

- Your **PCP** could be your family doctor, clinic or other health care provider. Your PCP will help you with your health care needs. You can also choose a new PCP.
- Health plans work with different PCPs. To keep your doctor, clinic or other provider as your PCP, find out which plans they work with. Then choose one of those plans.
- You can ask your provider which plans they work with. Or you can call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- You can also find a list of doctors and other specialists for each plan at [ncmedicaidplans.gov](https://ncmedicaidplans.gov).

### ② Choose a health plan in NC Medicaid Managed Care

- If you want to keep your provider as your PCP, choose a health plan your primary care provider works with.
- Read the Health Plan Comparison Chart that came with this letter. It tells you about the plans and added services they offer.
- Compare the plans and choose the best one for you.

### ③ Enroll in one of these ways

- Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov)
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588)
- Mail the enrollment form in the envelope that came with this letter. Or fax it to 1-833-898-9655.

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## **If you decide later you want to change your health plan**

You can change your health plan at any time.

## **What happens next**

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan's member services number on your ID card.

**You can start using your new health plan on November 1, 2019. Until then, get care and services the way you do now.**

## **Questions?**

We can help. Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov). You can also use the "chat" tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 8 p.m., 7 days a week. After September 13, 2019 we are open from 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call us or go to the website.

Thank you,

NC Medicaid Team